



000335/002611

Mr P E Lisewski
40 Gledstones Road
London
W14 9HU



Dear Mr Lisewski

Policy number
35599048

Date
29/11/14

Thank you for renewing your Direct Line Home Insurance

We're delighted that you'll be insuring your home with Direct Line for another 12 months. Enclosed are new copies of your documentation including your new Schedule of Insurance.

IMPORTANT NOTICE - Please see the important notice overleaf. It contains important information about your policy.

All you need do now

I Check the Schedule, which outlines your cover, to ensure that it meets all of your requirements.

If the details are incorrect in any way please call us as soon as possible so we can make sure your cover isn't affected.

Yours sincerely

Direct Line Home Insurance Team

IMPORTANT NOTICE

Please note these changes to your policy and keep this notice in a safe place with your policy booklet.

How to complain

Should there ever be an occasion when you need to complain, please call our priority number **0845 246 8585**. If your complaint relates to a claim, please contact your Claims Handler, whose details can be found on your claims documentation.

If you wish to write, please use the appropriate option detailed below:

Claims complaints should be sent to the Regional Customer Services Manager at the address shown on your claims documentation.

All other complaints should be addressed to the Head of Sales and Customer Services at the address shown on your schedule.

If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service (FOS).

Their address is: **Exchange Tower London E14 9SR, telephone 0800 023 4567 or 0300 123 9123.**



Direct Line Home Insurance Renewal Schedule

Issued 29/11/14

This Schedule forms part of the policy. Read it in conjunction with the policy booklet and keep it in a safe place.

POLICY NUMBER	35599048		
POLICYHOLDER	Mr P E Lisewski	Date of Birth 04/07/67	Phone details: 07931556236 D
OTHER INTERESTS	Mr P Tan As Joint Policyholder		
PERIOD OF INSURANCE	29/11/14 to 28/11/15 Your next renewal date is 29/11/15		
HOME DETAILS	Address of the home	40D Gledstanes Road London W14 9HU	
YOUR POLICY COVERS	Paragraphs Applicable	Sum Insured	Policy Excess Amount
Section 2 - Contents	A,B,D,E,F and G	£50000	£50
The Accidental Damage cover detailed in paragraph C is available at an extra premium.	Claims for damage caused by escape of water are subject to a compulsory excess of		£350
	Valuables Limit		£15000
	Valuables Single Article Limit		£2000
Section 4 - Family Legal Protection	Up to £100,000 for legal costs in pursuing claims including personal injury, contract, property and employment disputes		
Claim Free Years	Contents- 8 years claim free		
PREMIUM	Premium including Insurance Premium Tax where applicable		£245.92
	Family Legal Protection		£25.44
	Total to be paid by single premium		£271.36
CREDIT CARD CHECK	Credit Card Ref: 9119		

ADMINISTRATION FEES	Our current administration fee to cancel your policy is £37.10 (Inclusive of Insurance Premium Tax, where applicable)
	Our current administration fee to amend your policy is £0.00 (Inclusive of Insurance Premium Tax, where applicable)

